

Customer Satisfaction Survey

To help us provide better service, we would like your comments regarding our performance. Please take a moment to fill out this survey and let us know how we are doing.



**City of Cottonwood
Community Development**
111 N. Main St.
Cottonwood, AZ 86326
Phone: 928.634.5505
Email: building@cottonwoodaz.gov

Date: _____

What brought you in today?

- | | |
|------------------------------|-------------------------|
| Planning & Zoning | Building |
| Project or Planning Activity | Building Permit General |
| Zoning Violation/Complaint | Information |
| Other (please specify) | |

1. Staff was available to assist me:

- Strongly Agree Agree Disagree Strongly Disagree

2. Staff was helpful, courteous and professional:

- Strongly Agree Agree Disagree Strongly Disagree

3. Staff provided clear, concise and accurate information:

- Strongly Agree Agree Disagree Strongly Disagree

4. Staff responded to my needs in a timely manner:

- Strongly Agree Agree Disagree Strongly Disagree

5. Staff kept me informed of progress and resolved problems clearly and promptly:

- Strongly Agree Agree Disagree Strongly Disagree

6. Overall service was:

- Excellent Good Fair Poor

7. Did staff provide alternatives or suggestions to you that were helpful in moving your project along?

8. How often did you interact with the Planning & Building Department?

9. Is there any particular staff member you'd like to recognize?

10. Please provide any additional comments, feedback, and suggestions.